

Techniques to Resolving Issues Yourself

A difference of opinion or misunderstanding is often resolved by simply taking the time to talk and listen. Here are some basic steps in trying to resolve the issue yourself.

- **BE PREPARED** - have relevant information available before you call the agency or program. A short telephone call may save hours of time and headaches.
- **BE PLEASANT** - treat others as you would like to be treated. Getting angry or rude will not resolve the problem and may confuse the real Issues.
- **KEEP RECORDS** - take notes, ask for names and titles of those you speak to and keep all correspondence.
- **ASK QUESTIONS** - ask why the agency or program did what they did. Ask for the relevant rules, policies or laws.
- **READ EVERYTHING SENT TO YOU** - Many agency decisions may be appealed but there are deadlines and procedures to follow.

If you have followed these suggestions and are unable to resolve your problem, please [contact the Ombudsman](#). We may be able to assist you.

When you make a complaint in good faith, Minnesota State Law protects you from retaliation.